

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Marianne Ryan  
**Title:** Director - Construction

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-1  
Describe your company's call-in procedures for emergency response including a) how notification is received, b) how decisions are made to call in crews, c) how personnel are notified of the need to respond, d) the number of personnel that may be called when "going through the list", and e) procedures to be followed in the event no personnel are available to respond.

**REPLY:**

- a) Notification is typically received in one of several ways. Calls for emergency assistance can come from local law enforcement, the local power service provider, or as a referral from Verizon's Repair Dispatch Center or Verizon's Alarm Center.
- b) Decisions on whether to call out technicians are made on a case by case basis, factoring in public safety, the imminent danger to VZ plant, or an existing service outage.
- c) Technicians are notified by phone calls to their home telephones. If an answering machine is reached, a message is left requesting him or her to call back. The technician is then paged.
- d) The number of technicians called when "going through the list" varies by area. All of the qualified technicians in the responsible garage are called, and generally a second and often a third garage are called when the primary garage yields no takers.
- e) On a line call-out type of emergency, if no technicians are available a qualified manager may be utilized or, in the case of a broken pole, the electric company may be asked to set the pole.

VZ #1

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Marianne Ryan  
**Title:** Director - Construction

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-2 Describe standby or on-call provisions (e.g., union contract provisions) for emergency response personnel who may be responding to public emergencies such as broken poles.

**REPLY:** There are no such provisions in the contract at this time.

VZ #2

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Marianne Ryan  
**Title:** Director - Construction

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-3  
What is your company's response time objective for emergency response? Is the objective different for public emergencies such as broken poles? What is your company's actual response time for emergency response? Is the actual response time different for public emergencies such as broken poles?

**REPLY:** Verizon New Hampshire (Verizon NH) does not have a response time objective for emergencies. Verizon NH expects immediate response to all emergencies. In addition, emergency response times have not been tracked.

VZ #3

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Marianne Ryan  
**Title:** Director - Construction

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-4      How many field crews or emergency response personnel are on paid standby during nights and weekends to ensure timely response to emergencies? What percentage of the total workforce does this represent?

**REPLY:**      There are no provisions in the contract at this time to provide for emergency standby personnel.

VZ #4

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Marianne Ryan  
**Title:** Director - Construction

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-5 Do you have supervisory/management personnel on standby?  
If so, how many?

**REPLY:** Verizon NH Construction Managers are responsible for dispatching on emergencies in their own areas, weekdays from 7:00 A.M. to 3:30 P.M. From 3:00 P.M. until 7:00 A.M., the Verizon Emergency Response Center dispatches on emergency situations. Weekend emergency coverage (3:00 P.M. Friday through 7:00 A.M. Monday) is also handled by the Verizon Emergency Response Center.

Please see Verizon NH's response to Staff 1-40 Attachment 3 for the number of Construction Managers responsible for dispatching on emergencies during work hours.

VZ #5

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Marianne Ryan  
**Title:** Director - Construction

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-6  
Do you have residency requirements (i.e., a living radius) for emergency response personnel? If yes, what is the requirement? If no, is there any limit on how far emergency response personnel may be expected to travel in response to an after-hours emergency?

**REPLY:** There are no residency requirements in the current contract. Please see Verizon NH's replies to Staff 1-1 and 1-7.

VZ #6

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Marianne Ryan  
**Title:** Director - Construction

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-7  
How large is the geographic area assigned per supervisor for after hours emergency response? How many construction garages are typically assigned for coverage to an on call supervisor for broken pole responses?

**REPLY:** The geographic area assigned to a supervisor varies by geography and garage location. Generally, Verizon will utilize the primary garage or the nearest two garages to cover an emergency response.

VZ #7

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Marianne Ryan  
**Title:** Director - Construction

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-8 Describe other specific procedures or staffing provisions designed to ensure rapid response to public emergencies. (e.g., 2<sup>nd</sup>/3<sup>rd</sup> shift staffing, storm preparedness, "wire down" response, etc.).

**REPLY:** Verizon maintains an Emergency Response Center during the weekday (Monday-Friday) hours of 3:00 P.M. until 7:00 A.M. Weekend emergency coverage (3:00 P.M. Friday through 7:00 A.M. Monday) is also handled by the Verizon Emergency Response Center. In addition, Verizon implements a storm preparedness plan involving scheduling conference calls, securing additional materials, scheduling on-call managers, ensuring vehicles are fueled, etc.

VZ #8



**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Marianne Ryan  
**Title:** Director - Construction

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-9      What is the company's current average time from receipt of an emergency call for a broken pole until crew arrival to the worksite for southern New Hampshire (south of the Lakes Region)? For northern New Hampshire (including the Lakes Region to the Canadian border)?

**REPLY:**      Based on 346 call-out records from February, 2005 through November 30, 2005, Verizon NH has documented information regarding on-site arrival time related to 192 call-outs.

In the NH-South area (Concord, Greenland, Somersworth, Keene, Manchester, Windham, and Merrimack) arrival time was 107.84 minutes (165 call-outs).

In the NH-North area (Belmont, Conway, Lancaster, and Lebanon), arrival time was 101.48 minutes (27 call-outs).

VZ #9

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Marianne Ryan  
**Title:** Director - Construction

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-10 What is the company's response time objective for line crews to report to their assigned reporting stations once notified by the duty supervisor of an after hours/weekend duty call?

**REPLY:** Verizon NH expects immediate response.

VZ #10

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Marianne Ryan  
**Title:** Director - Construction

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-11 Is emergency response handled differently in electric maintenance areas versus telephone maintenance areas? If so, please explain any differences, the reasons for such differences, and the impact on response.

**REPLY:** There are several electric companies currently operating in New Hampshire. Verizon NH's response to emergencies is similar regardless of type of maintenance area.

VZ #11

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Marianne Ryan  
**Title:** Director - Construction

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-12 Provide information or pertinent policies on pole inspections, maintenance, and replacements necessary to ensure the safety and integrity of utility poles. Include in the response applicable inspection intervals (years between inspections), the percentage of poles inspected and the methods of inspection.

**REPLY:** Pole inspections, maintenance and replacements are conducted on an ongoing and regular basis. For example, technicians have been trained in several methods to test each pole whenever climbing. First, a visual test is conducted for pole rot, splits and damage. Second, a sound and prod test is conducted where a hammer is used to identify any rotting. Additionally, a screwdriver is driven into the pole below grade level to detect potential rotting at the base of the pole. Third, a strand test is conducted where a rope is thrown over the cable/strand and the technician tests its strength by hanging from the rope. If a pole is deemed unsafe by the technician, it is marked as such and local management is immediately notified.

As a result of routine and on-going inspections performed in the normal course of business, a set pole inspection schedule is not required.

VZ #12

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Marianne Ryan  
**Title:** Director - Construction

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-13  
In each of the past three years, how many poles were found to be rotten or structurally unsound during pole inspections in your maintenance area? What percentage of poles inspected does this represent? Note: this should not include poles replaced during the normal course of construction.

**REPLY:** Information responsive to the question is not maintained in the ordinary course of business and thus is not available in the manner requested.

VZ #13

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Marianne Ryan  
**Title:** Director - Construction

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-14  
How many poles were actually replaced each year as a result of being “condemned” during pole inspections? Note: this should not include poles replaced during the normal course of construction.

**REPLY:** Information responsive to the question is not maintained in the ordinary course of business and thus is not available in the manner requested. There is no unique identifier or work order numbering scheme that would allow Verizon NH to identify engineering work orders to replace condemned poles.

VZ #14

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Martin Wilkinson  
**Title:** Manager – OSP Engineering

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-15 How many poles are waiting for you to complete transfer work in the state of New Hampshire, resulting in so called “double pole” locations?

**REPLY:** Verizon NH does not track the requested data in the normal course of business. In an effort to be responsive, however, Verizon NH further responds as follows:

Without establishing the subset of poles that are pending Verizon NH transfers (versus those that are pending transfers from other utilities), as of November 30, 2005, Verizon NH’s records for its pole maintenance areas reflect that there are 3,254 poles pending removal.

Similarly, without establishing the subset of poles that are pending Verizon NH transfers (versus those that are pending transfers from other utilities) or the number of double poles involved, as of November 30, 2005, Verizon NH’s records for pole maintenance areas other than its own reflect that there were 3,277 pending Verizon NH cable transfers required on 2,149 poles.

VZ #15

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Martin Wilkinson  
**Title:** Manager – OSP Engineering

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-16  
Please identify by pole number, street and municipality/township each pole currently awaiting replacement due to a deteriorated and hazardous condition. Please also include next to each identified pole the date the work order was first submitted, and how many days the associated work order has been in the scheduling queue.

**REPLY:** Verizon NH is not aware of any poles in its maintenance areas or in maintenance areas other than Verizon NH's that are presently awaiting removal because they are in a hazardous condition because of deterioration.

VZ #16



**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Marianne Ryan  
**Title:** Director - Construction

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-17      How are field personnel notified of potential hazardous pole conditions? Is the B and C pole tag method employed?

**REPLY:** Field personnel are notified of hazardous pole conditions by utilizing the B and C pole tag method and by notices posted by foremen in respective coverage offices. The B tag has a white arrow on a red background and is placed on a pole that is defective but not requiring immediate replacement. The C tag has an X inscribed in a circle that indicates the pole requires immediate replacement. When found in the field, these poles are communicated to the foreman for review and forwarded to engineering for an immediate work order to replace.

VZ #17

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Marianne Ryan  
**Title:** Director - Construction

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-18  
What is the company's operational objective, stated in days, for replacing, transferring and removing a hazardous pole from the time of its identification? What is the company's achieved level of performance?

**REPLY:** Verizon NH does not have an operational objective for the replacement, transferal and removal of hazardous poles. Upon identification, a pole carrying a C Tag should be replaced immediately.

VZ #18

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Troy McDonald

**Title:** Joint Lines Specialist – ME, VT, NH

**Respondent:** Gloria L. Harrington

**Title:** Manager

**DATED:** November 29, 2005

**ITEM:** Staff 1-19

When replacing a pole, describe how communication takes place among and between the pole owner(s) and any and all attachees to ensure that each party with pole attachments is prepared to transfer facilities in a timely manner. In other words, when and how is each party notified that they must transfer their facilities? How is the maintaining utility (pole owner) notified that all transfers have been completed, and the pole is ready for removal?

**REPLY:**

**Joint Owners/Users:**  
The notification process for “joint owners/users” with respect to the transfer of facilities varies by the individual agreements between Verizon NH and the power companies. Although a few of the agreements require a written means of communication, the majority of the agreements do not outline a specific process. In those instances where a notification process is specified in the agreement, the maintaining party is responsible for notifying the joint owner/user and each authorized attachee. See Verizon NH’s response to Staff 1-22.

**Licensees:**  
Licensees that are existing “attachees” are notified of pole replacements in writing by Verizon NH in accordance with Article VII of the Pole Attachment Agreement. Specifically, Article 7.1.5 states:

VZ #19

**REPLY:(Cont'd)**

“Should Licensor, Joint Owner(s), Joint User(s), or other Licensee need to attach additional facilities to any of Licensor’s poles, to which Licensee is attached, Licensee will either rearrange its attachments on the pole, or transfer them to a replacement pole as determined by Licensor so that the additional facilities of Licensor, Joint Owner(s) Joint User(s) or other Licensee may be attached.”

Article 7.1.6 states:

“If Licensee does not rearrange or transfer its attachments within fifteen (15) days after receipt of written notice from Licensor requesting such rearrangement or transfer and indicating that such pole is ready for rearrangement or transfer by Licensee, Licensor, Joint Owner(s) or Joint User(s) may perform or have performed such rearrangement or transfer, and, notwithstanding the provisions of subpart 7.1.7, Licensee agrees to pay the cost thereof.”

In cases of emergency, Article 7.1.12 would apply. The language in the Pole Attachment Agreement pertaining to emergencies states:

“When Licensor deems it an immediate threat to safety and/or an emergency exists, it may rearrange, transfer or remove Licensee’s attachment to Licensor’s poles at Licensee’s expense. Licensor shall make reasonable effort to contact Licensee as circumstances permit.”

**Field Notification:**

The maintaining company notifies the joint owners/users and all attachees when a pole is ready to transfer. In New Hampshire, the construction group uses two methods to facilitate this notification. One is the use of an electronic version of the “Joint Ownership-Exchange of Notice” (EON) form found in the joint owner/user agreements. This form is e-mailed to the responsible management field personnel at the joint owner’s/user’s company as well as each designated contact person at the attachee’s company. This process is typically reinforced through local relations within the utilities. Upon receipt of the transfer request each company is responsible to transfer its facilities within 60 days. The notice of a completed transfer is handled locally and without formal notification.

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Troy McDonald

**Title:** Joint Lines Specialist – ME, VT, NH

**Respondent:** Gloria L. Harrington

**Title:** Manager

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-20 When installing a new service pole or line extension, describe how communication takes place among and between the pole owner(s) and any and all attachees. Please include when and how each party is notified throughout the process.

**REPLY:** **Joint Owners/Users:**

The notification process for joint owners/users with respect to the installation of a new pole or pole line extension is accomplished through an Exchange of Notice (EON) prepared by the party initiating the work and accepted by the receiving party. Details of the EON process may vary by agreement. See Verizon NH's response to Staff 1-22.

**Licensees:**

If the new service pole is a replacement pole or a mid-span pole being added to the pole line, Licensees would be notified as described in Verizon NH's response to Staff 1-19. For new poles placed where no pole existed previously, the primary Cable TV Licensee is notified in writing of the plans to place a new pole and given 45 days to accept an offer of an Automatic License. All other existing Licensees are notified in accordance with Article 5.5 of the Pole Attachment Agreement which states:

“To the extent practicable, Licensors shall provide Licensee no less than sixty (60) days prior written notice of any modification of poles (such as pole replacement or relocation) other than routine maintenance, or modifications in response to emergencies, or to a request from a governmental authority.”

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Troy McDonald

**Title:** Joint Lines Specialist – ME, VT, NH

**Respondent:** Gloria L. Harrington

**Title:** Manager

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-21 Please provide copies of the standard forms used for the transmittal of inter-company pole installation, transfer and removal information.

**REPLY:** **Joint Owners/Users:**  
Please see Verizon NH's response to Staff 1-22.

**Licensees:**  
There are no standard forms used to notify existing Licensees of installation, transfer and removal information. Forms vary by engineering office.

VZ #21

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Troy McDonald

**Title:** Joint Lines Specialist – ME, VT, NH

**Respondent:** Gloria L. Harrington

**Title:** Manager

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-22 Please provide copies of all documents in your possession which contain any internal written procedures or protocols, or any agreements, understandings or contracts between and among pole owners and/or between and among pole owners and attachees. The response should include joint pole agreements and inter-company operating procedures.

**REPLY:** Verizon New Hampshire considers certain information responsive to this request to be proprietary and competitively sensitive. It will be provided subject to confidential treatment in accordance with RSA 378:43 and a duly executed protective agreement.

**Joint Owners/Users:**

Attached is a list of the companies with whom Verizon NH has executed Joint Ownership (JO) or Joint Use (JU) Agreements (see Attachment). These agreements are voluminous. Those agreements which are available in electronic form are included on a proprietary CD. The remaining agreements are available only in paper form and may be viewed, after executing a protective agreement, at Verizon NH's offices at 900 Elm Street, Manchester, NH.

**Licensees:**

Current versions of Verizon NH's Pole Attachment License Agreement templates, including all forms and Agreement appendices, can be found at the following website:

<http://www22.verizon.com/wholesale/business/poleconduit/home/0,22255,,00.html>

From that page, select the “Verizon East: New England” link to obtain access to procedures, which include operations in New Hampshire. Procedures for obtaining a license can be found under the “Related Procedures” section of this web page, in the document link entitled “Procedure #3 (all states except Vermont CATV and telecom providers).”

Specific Licensees’ Agreements are proprietary, numerous and voluminous. They will be made available for review upon execution of a protective agreement at the Verizon License Administration Group at 185 Franklin Street, Boston, MA.

VZ #22



**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Marianne Ryan  
**Title:** Director - Construction

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-23  
Do you use qualified contractors to perform work to address safety concerns (e.g., emergency response, double poles, and pole replacements) when the internal workforce is insufficient to respond to such requirements in a timely manner? If yes, under what circumstances? If no, why not?

**REPLY:** There are no such provisions in the contract at this time.

VZ #23

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Marianne Ryan  
**Title:** Director - Construction

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-24  
Please provide the number and location by town of construction garages that supported pole installation, maintenance and repair activities in New Hampshire for each of the following years: 1985, 1990, 1995, 2000, 2005.

**REPLY:** Please see attached.

VZ #24

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Marianne Ryan  
**Title:** Director - Construction

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-25 Please provide the number of digger trucks (pole placement trucks) assigned to each garage identified in question 24 above for each of the following years: 1985, 1990, 1995, 2000, 2005.

**REPLY:** The data shown below is as of December, 2005. Verizon NH's motor vehicle fleet is not fixed and is moved based upon area demand.

	Digger	Placer
Lancaster	2	3
Keene	2	2
Windham	1	2
Merrimack	3	7
Manchester	5	6
Greenland	4	3
Somersworth	2	4
Concord	3	4
Belmont	2	4
Conway	1	1
Lebanon	2	1

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Marianne Ryan  
**Title:** Director - Construction

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-26 Please provide the number of line trucks assigned to each garage identified in question 24 above for each of the following years: 1985, 1990, 1995, 2000, 2005.

**REPLY:** Please see the “placer” column in Verizon NH’s reply to Staff 1-25.

VZ #26

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Marianne Ryan  
**Title:** Director - Construction

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-27  
Please provide the number of fulltime employees assigned to pole setting, transfer and removal activities for each garage identified in question 24 above for each of the following years: 1985, 1990, 1995, 2000, 2005.

**REPLY:** There has been no set number of employees assigned to these functions, at all times relevant to this question. The number of employees assigned to these functions varies by the work activities required each day.

VZ #27

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Marianne Ryan  
**Title:** Director - Construction

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-28 Identify the maintenance areas, by town, for which your company is responsible. Please indicate if the maintenance area includes part or all of the town.

**REPLY:** Please see attached.

VZ #28

**Verizon New England Inc.  
d/b/a Verizon New Hampshire  
State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Marianne Ryan  
**Title:** Director - Construction  
**Respondent:** Gloria L. Harrington  
**Title:** Manager

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-29 Please provide practice and procedure manuals on training of employees, maintenance standards and procedures, licensing new locations and complaint resolution.

**REPLY:** **Licensees:**  
The procedures for obtaining a license for a utility pole are provided in Verizon NH's response to Staff 1-22. The procedures Verizon associates follow when processing a pole attachment license application are contained in "Procedures for Processing an Aerial License Application" included as Attachment I. The procedures Verizon associates follow when processing an automatic license are included as Attachment II.

The procedure for dispute resolution for licensees can be found in Article 15.10 of the Pole Attachment Agreement which states:

"In the case where Licensee claims that a term or condition is unjust or unreasonable or any dispute arises between the parties relating to this agreement, Licensee shall submit a complaint to the Manager – License Administration Group, specifying all information and its argument relied on to justify its claim. Licensor shall provide a written response to such complaint within 10 business days after receipt of the complaint. Such response shall specifically address all contentions made by Licensee. If Licensee continues to have issues, it may request a meeting with Manager – License Administration

Group to discuss such issues. Such meeting shall be held within five (5) business days. If the Licensee is not satisfied with the results of such meeting, it may file a complaint with the regulatory body of competent jurisdiction.”

**Verizon NH Construction:**

Please see the material attached as Attachment III (03-05) that are part of the training all new outside technicians receive during pole climbing training.

VZ #29



**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Troy McDonald

**Title:** Joint Lines Specialist – ME, VT,  
NH

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-30 Please provide copies of all written protocols used by the utility with respect to the location and/or repair of poles, including, but not limited to, priority for installing and or repairing poles based on the nature of the request for installation or repair.

**REPLY:** The Joint Ownership/Use Agreements Verizon has with individual power companies do not include terms associated with a priority schedule for the placement or replacement of utility poles based on the nature of the proposed work.

VZ #30

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Lisa Thorne  
**Title:** Director - Regulatory

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-31  
Please provide copies of any communication to your company within the past 36 months which asserts that the company has failed to comply with any provision of New Hampshire law, or agreement between the company and another party, relative to the location, placement, maintenance or movement of a pole.

**REPLY:** Please see the attached documents.

VZ #31

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Martin Wilkinson  
**Title:** Manager – OSP Engineering

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-32 Please explain in detail for new pole installation projects (i.e., pole line extensions or service poles) the workflow process from customer notification through engineering, joint utility coordination, scheduling and construction completion. Please provide a sample timeline.

**REPLY:** Attached is the process flow associated with the installation of a new pole or pole line extension in Verizon's maintenance area, which Verizon NH refers to as the "499 Process."

In addition, see Verizon NH's response to Staff 1-20 regarding licensees.

VZ #32

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Martin Wilkinson  
**Title:** Manager – OSP Engineering

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-33 Please provide a work flow diagram and timeline representative of a typical routine work order undertaking for both a single pole set and a six pole line extension.

**REPLY:** Work flow and timelines do not vary by the size of the pole set or line extension project. Verizon NH has established service objectives once any required payment is received. Please see Verizon NH's response to Staff 1-32.

VZ #33

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Marianne Ryan  
**Title:** Director - Construction

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-34  
What is the company's productivity objective for pole placement stated in crew hours? For example, if a line crew has 16 hours available per day (2 member crew x 8 hours) how many hours are allocated per pole placement? What is the achieved productivity?  
For clarification, hours to support pole installation includes travel time to and from the work site and any associated support work including loading poles on trailers.

**REPLY:** Each line crew has available sixteen hours per work day. Verizon NH's pole placement objective, stated in crew hours, is 10.0 hours.

VZ #34

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Marianne Ryan  
**Title:** Director - Construction

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-35      What was the average number of hours required per pole installation for 2004 and year to date 2005?

**REPLY:**      On average, pole installation required 9.6 hours per pole in 2004 and 10.0 hours for 2005 through October.

VZ #35

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Martin Wilkinson  
**Title:** Manager – OSP Engineering

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-36  
Please explain in detail the process used to schedule and track construction work orders from issuance to job completion including material management. Please include the identification of administrative support systems and how they are employed in managing efficient work order flow.

**REPLY:** The process used to schedule and track construction work orders is as follows:

The Engineering organization generates “construction” work orders. An engineer determines the field requirements and designs a work order that will be issued to the construction organization. Following design completion, the work order is sent to the pricing organization where the required work-steps are built into a system called “ECRIS.” ECRIS uses standard time increments with labor and material rates to price the job. The system also determines the labor hours required.

Once the work order has been priced it is returned to the engineer for review and then forwarded to a scheduler to be scheduled and issued to the construction organization. Depending upon the service date or priority of the work, the scheduler will either move the job into the current schedule or assign it to a future period. Verizon NH schedules one calendar month at a time.

The scheduler uses a database called “CreST” to schedule construction work orders. The system tracks and balances “force” to “load.” Between schedule periods, the scheduler regularly works with the construction control manager and the

local construction managers. A mid-month conference call is held between the scheduler and the local construction managers to discuss roadblocks, job progress, changes in priority and other adjustments to the schedule. The control manager orders material and records timesheets from the field.

Once an order is completed in the field, it enters into an administrative completion phase. Every work order completed in the field is matched to its original engineering request. Any discrepancies in the build phase are explained utilizing the Work Change Request process. This process requires that any significant change from the original work order be accompanied by proper approvals for those changes. This is done to control the scope of the work order and ensure records are properly maintained. Once this occurs the job is said to be reconciled. At this point the order flows from the construction organization back to the engineering organization which then completes a final review to ensure all documents are in order, after which it is posted to VZ NH's records. The job is then said to be closed.



**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Martin Wilkinson  
**Title:** Manager – OSP Engineering

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-37 Please explain the process and provide a representative timeline for relocating facilities (i.e. poles, manholes, conduit) within the public right-of-way as a result of public requirements. The description should begin with initial notification and proceed through engineering, preconstruction, utility coordination, scheduling, construction and completion. Please specify any differences in the process between requests from state or local government.

**REPLY:** Each project for relocation is unique, therefore, a representative timeline does not exist. Please see the attached description of the process to relocate Verizon NH facilities as a result of a public requirement. Also, see Verizon NH's response to Staff 1-36 for Verizon NH's work order flow.

VZ #37

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Marianne Ryan  
**Title:** Director - Construction

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-38      How many Verizon crews are currently assigned to FTTP and/or FIOS construction in New Hampshire? What percentage of Verizon's total workforce does this represent?

**REPLY:** Verizon New Hampshire considers information responsive to this request to be proprietary and competitively sensitive. It will be provided subject to confidential treatment in accordance with RSA 378:43 and a duly executed protective agreement.

**Begin Proprietary Response**

**End Proprietary Response**

VZ #38

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Marianne Ryan  
**Title:** Director - Construction

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-39 Describe how resource allocation decisions are prioritized between unregulated work activities (e.g. FTTP and/or FIOS construction) and regulated activities (e.g., pole transfers to eliminate double poles).

**REPLY:** Resource allocation decisions are prioritized by customer demand and strategic requirements.

VZ #39

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Marianne Ryan  
**Title:** Director – Construction  
**Respondent:** Karen Mead  
**Title:** Director - Operations

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-40 Please provide an organization chart reflecting the workforce for both management and craft that identifies the total workforce dedicated to outside plant activities in New Hampshire excluding Verizon's FTTP and/or FIOS project.

**REPLY:** Verizon New Hampshire considers information responsive to this request to be proprietary and competitively sensitive. It will be provided subject to confidential treatment in accordance with RSA 378:43 and a duly executed protective agreement.

Please refer to Proprietary Attachments 1-3 for organizational charts reflecting Verizon NH's workforce dedicated to Installation & Maintenance (I&M) and Construction efforts in New Hampshire. Please note in the area of I&M, there is not a dedicated workforce assigned to FTTP, and, therefore, they cannot be separately identified and removed.

VZ #40

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:  
Title:**

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-41 Please provide an organization chart reflecting the workforce for both management and craft that identifies the total workforce dedicated to Verizon's FTTP and/or FIOS project in New Hampshire.

**REPLY:** Please see Verizon NH's reply to Staff 1-40.

VZ #41

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Martin Wilkinson  
**Title:** Manager – OSP Engineering

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-42 Please provide the number of routine outside plant engineers assigned fulltime to New Hampshire in 1985, 1990, 1995, 2000 and 2005 presented as either fulltime regular or contract employees.

**REPLY:** Verizon understands the terms “routine” engineer and “specific” engineer (as used in Staff request 1-43) to describe particular functions within the job title OSP Engineer. Verizon NH does not track the requested data in the normal course of business. In an effort to be responsive, however, Verizon NH further responds as follows:

Attached is the current outside plant engineering force model for the State of New Hampshire. This model differs from 1985, at which time there was a more generic job function for an engineer. Today the engineering job function is more specialized.

Verizon New Hampshire considers information contained in the attachment to be proprietary and competitively sensitive. It will be provided subject to confidential treatment in accordance with RSA 378:43 and a duly executed protective agreement.

VZ #42

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Martin Wilkinson  
**Title:** Manager – OSP Engineering

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-43 Please provide the number of specific outside plant engineers assigned fulltime to New Hampshire in 1985, 1990, 1995, 2000, and 2005 presented as either fulltime regular or contract employees.

**REPLY:** Please see Verizon NH's response to Staff 1-42.

VZ #43

**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Martin Wilkinson  
**Title:** Manager – OSP Engineering

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-44      How many routine orders does Verizon currently have open in New Hampshire? How many routine orders are currently classified as overage?

**REPLY:**      There are 1,752 routine construction orders open in NH, of which 1,075 have been open, as measured from the date of the start of construction, for more than six months. Fifty-seven of these orders may be superseded due to the fact they are in areas where Verizon NH is in the process of deploying FTTP.

VZ #44



**Verizon New England Inc.  
d/b/a Verizon New Hampshire**

**State of New Hampshire**

**Docket No. DM 05-172**

**Respondent:** Martin Wilkinson  
**Title:** Manager – OSP Engineering

**REQUEST:** New Hampshire Utilities Commission Staff, Set 1

**DATED:** November 29, 2005

**ITEM:** Staff 1-45      How many specific estimates does Verizon currently have open in New Hampshire? How many specific estimates are currently classified as overage?

**REPLY:**      There are 144 open estimates in NH, of which fourteen have been open, as measured from the date of the start of construction, for more than twenty-four months. One of these may be superseded due to the fact it is in an area where Verizon is deploying FTTP.

VZ #45